

CUSTOMER ESSENTIALS

As you embark on your new journey with CMA CGM, find out about all the key essential information and processes you will need.



CMA CGM Indonesia

BETTER WAYS  CMA CGM

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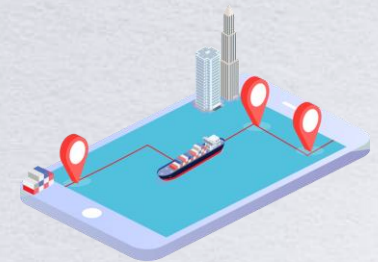
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Getting started



Welcome

Introduction to CMA CGM Indonesia



Start your journey with CMA CGM

— Welcome

Thank you for choosing CMA CGM group of carriers as your preferred partner for comprehensive shipping solutions. Our ability to anticipate needs and innovate new and effective solutions for our customers is proven every day. We own a diverse portfolio of brands and subsidiaries that take care of our customers and their cargo wherever they are in the world, door-to-door.

About CMA CGM Group



Global carrier



Oceania specialist



Trusted carrier of the U.S. government



Intra-Asia specialist

Key Figures



present in 160 countries



400 offices



750 warehouses



150,000 employees



584 vessels



serves 420 of the world's commercial ports



operates 257 shipping lines

— Introduction to CMA CGM Indonesia

As a fully-owned subsidiary of CMA CGM Group, we are part of the group's global network with:

[Visit our website](#)



7 offices + 18 subagents



5 depots



50+ monthly calls



26 weekly calls



23 ports of calls



28 years of presence



— Introduction to CMA CGM Indonesia



PSBB weekly barge service



DPS 1 weekly barge service



— Start your journey with CMA CGM

The easiest and fastest way to start shipping with us is to register for a My CMA CGM account.

Creating a My CMA CGM account

Register for an account and organize, follow and manage your shipments from anywhere in the world.

[Register for an account](#)

[Video guide](#)

What about My CNC and My ANL?

Your same account details can be used to access My CNC and My ANL, depending on your preferred default carrier.

Need help related with an account?

Kindly call our eCommerce team at 021-2854 6800 (extension 6869 for assistance). You may also email ecustomersupport@cma-cgm.com and cc dja.ebusiness@cma-cgm.com

The screenshot displays a user interface with a navigation menu at the top. The main content area features four prominent sections: 'Get your price' with a 'Discover' button, 'Routing finder' (labeled 'FIND YOUR ROUTE'), 'Booking' (labeled 'ORGANIZE YOUR SHIPMENT'), and 'Eco Calculator' (labeled 'FIND YOUR ROUTE'). Each section includes a brief description of its functionality and a small illustrative image.

Already have an account?

Find out how to reset your password or update your account details.

[Reset password](#)

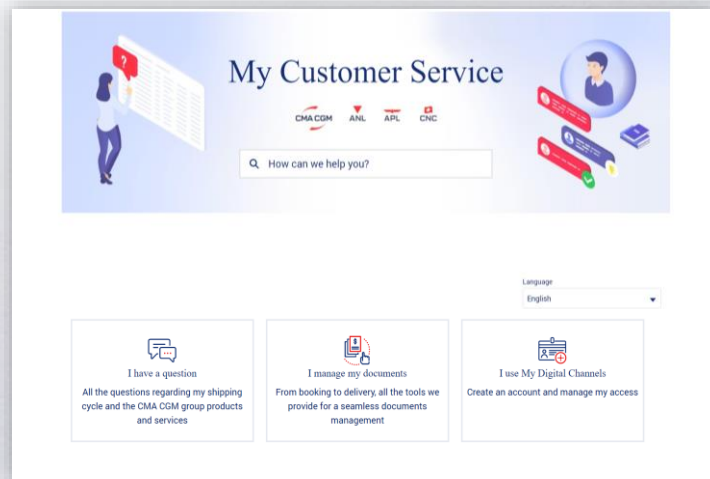
Need update on your account details?

Contact us via email to dja.ebusiness@cma-cgm.com.

— Start your journey with CMA CGM

My Customer Service

Whether you have a question on our shipping cycle or our products and services, our dedicated customer service page is here to assist you.



[Visit the website](#)

How to access our local website and subscribe to local news

Stay up to date with the latest news, customized to your preferences.

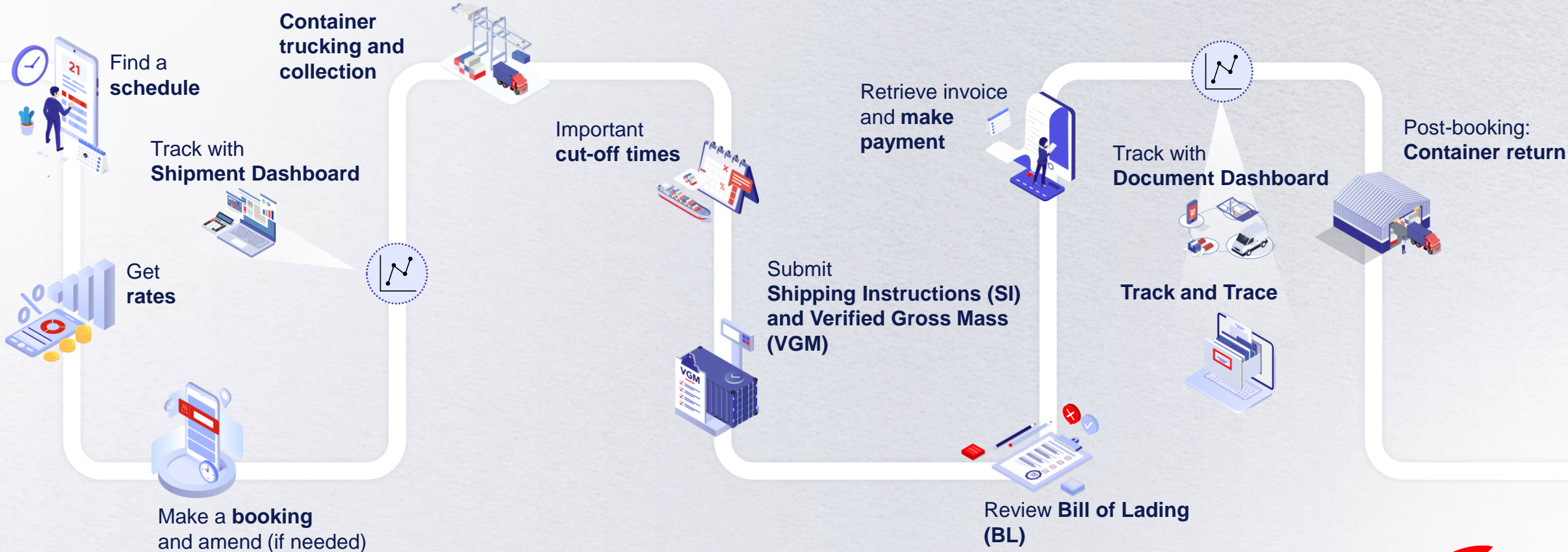
[CMA CGM news](#)

[ANL news](#)

[CNC news](#)

Click on [Subscribe](#) in the right-side bar to receive the latest news via email.


Your shipment journey



— Find a schedule




Based on your sailing date, commodity type, POL and POD, find a suitable service based on your shipping requirements.

Depending on your needs, you can find the service you need based on:

	Route	Port	Voyage
	Routing finder	Port schedules	Voyage finder

Schedule results
From **ADELAIDE to AUCKLAND** · Departure from **Friday, 27-JAN-2023** · 3 Weeks · [Modify Search](#)

⚠ No solution has been found for this query. You can find other solutions within the CMA CGM Group. Please find below the solutions of our partners.

 APL 3 solutions	 CNC 0 solution	 ANL 2 solutions
---	--	---

Combined search

Looking for solutions under our other carriers?

No matter which carrier site you use, you can always find available solutions.

Not yet on My CMA CGM?

You can also explore our shipping schedules without a My CMA CGM account on our respective carrier sites.



Simply enter your desired POL and POD to view them.

Find out the list of services offered by our carriers:



— Get rates

Generate a quote that includes our ocean freight rate and other applicable charges for your ocean or multimodal shipment requirements.

Start with an instant quote with SpotOn

Be informed upfront on the cost of your unique deliveries (including door-to-door options), and reserve space on board with a SpotOn quote, valid for 24 hours:

SpotOn

Video guide

Find out more about our:

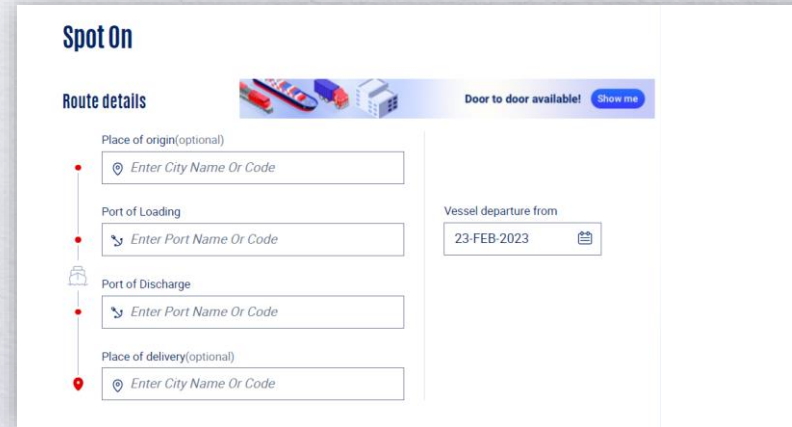
 [Inland prices](#)

 [Carrier charges](#)

 [Public prices](#)

 [Local charges](#)

**Also applicable to APL, ANL and CNC*



The screenshot shows the 'Spot On' interface with the following fields:

- Route details** header with a 'Door to door available!' button and a 'Show me' button.
- Place of origin(optional)**: Input field with placeholder 'Enter City Name Or Code'.
- Port of Loading**: Input field with placeholder 'Enter Port Name Or Code'.
- Vessel departure from**: Input field with '23-FEB-2023' and a calendar icon.
- Port of Discharge**: Input field with placeholder 'Enter Port Name Or Code'.
- Place of delivery(optional)**: Input field with placeholder 'Enter City Name Or Code'.

Door-to-door:

You can include your Place of Origin and Place of Delivery at the point of quote.

CMA CGM provides you with a comprehensive door to door service and tailor-made inland solutions for seamless continental connections - best suited to meet your specific requirements; including the organized pick-up and delivery of cargo, minimized delays, and optimized safety and security of transport conditions.

*Also applicable to APL, ANL and CNC

— Make a booking and amend (if needed)

Already have a quote?

Access your existing quotes or contractual rates at:

[My Quotations](#)

If you received a quote from your salesperson-in-charge, you can check with them directly on the validity of your contract.

Booking FAQs

Q: My booking was released to a later sailing. Why?

A: There is either insufficient space on board or no available equipment. Rest assured, your booking will be placed on the next earliest available vessel.

Q: Why are there no available sailings for the next 6 weeks?

A: Bookings can be placed 8 weeks* prior to vessel ETD ID Ports, which are full at your time of enquiry.
*subject to changes

Make a booking

Complete your booking:

[Booking](#)

01

Enter your:
• Quotation number
• POL
• POD

02

Enter the details of your cargo & container type

03

Select your vessel schedule

04

Add on the CMA CGM+ value-added services that you need

05

Submit your booking

06

Get a notification when your booking has been submitted

Turnaround time:

General booking: Your booking will be confirmed in 2 working hour (subject to rate/space/equipment/no other compliance issue).

**Also applicable to APL, ANL and CNC*

— Make a booking and amend (if needed)

If you have missed out any information on your booking request, you can request for changes.

Making an amendment before the booking is released:

Send your changes via websites

Making an amendment after the booking has been released:

Make your changes on My CMA CGM under the Shipment Dashboard.

For special bookings, amendments need to be made more than 5 working days before the vessel ETD.

[Amend information](#)

[Step by step guide](#)

Turnaround time after making your request:

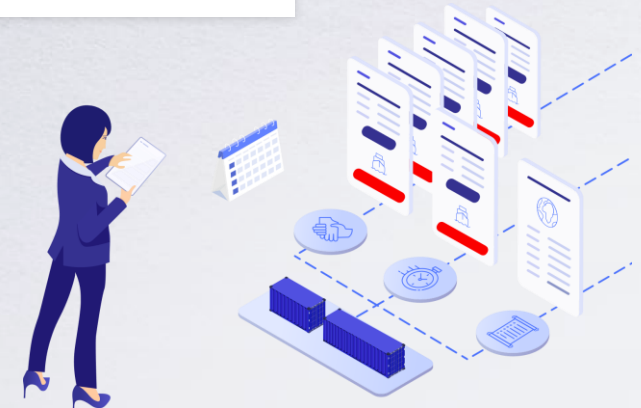
General booking: 2 working hours.

Special cargo or dangerous goods booking:
8 working hours.

Turnaround time after making your request:

General booking: 2 working hours.

Special cargo or dangerous goods booking:
8 working hours.



**Also applicable to APL, ANL and CNC*

– Make a booking for special cargo or dangerous goods

Make a booking online (subject to pre-booking checks/acceptance).

Pre-booking acceptance

Special cargo

- Complete the [Out Of Gauge \(OOG\) form](#)
- For SOC, please send container numbers, CSC Plate, & Certificate to dja.bookings@cma-cgm.com

Dangerous Goods (DG)

- Attach a copy of the Material Safety Data Sheet (MSDS) and send it to dja.bookings@cma-cgm.com
- All DG is subject to approval from the DG desk & POD

Booking release

After the complete cargo information is received, approval for the cargo will take:

- CMA CGM vessel – **2 working days**
- Partner vessel – **3 working days**

You can check your booking with our booking team at dja.bookings@cma-cgm.com.

Post-booking

Special cargo

- No turnaround time

Dangerous Goods (DG)

- The shipper is required to mail their final DG document with container number to dja.cargoreadiness@cma-cgm.com, 2 working days prior to vessel ETA latest by 2pm

*Also applicable to APL, ANL and CNC

— Get an overview of your shipments

Shipment Dashboard

Gain an overview of all your shipment or container information, perform searches on different data fields (e.g., POL) and trigger a data extract on schedule:

Shipment view

Shipment Dashboard | All Export/Import Shipments

[Download Now](#) • [Schedule an extract](#)

Create Booking Change view

Rate your shipment dashboard

All **My Shipments**

Q Search, reference, port, status...

History : 2 Months

↕ Shipment Ref <small>My Ref</small>	↕ From <small>(Receipt or POL)</small>	↕ POL <small>ETD</small>	↕ Export Voyage <small>Vessel</small>	↕ POD <small>ETA</small>	↕ Shipment Status	↕ To do
ISB1224385	ISKENDERUN , TR	ISKENDERUN , TR 14-FEB-2023 21:00	0NVD2N1MA MYNY	NOUAKCHOTT , MR 03-MAR-2023 07:00	Booking Processing	⋮ <input type="checkbox"/>
> ISB1218915	ALIAGA (IZMIR AREA) , TR	ALIAGA (IZMIR AREA) , TR 16-FEB-2023 11:00	0HFDPN1MA CMA CGM BARRACUDA	SZCZECIN , PL	Cancelled	⋮ <input type="checkbox"/>
> SIJ0417553	SINGAPORE , SG	SINGAPORE , SG		ROTTERDAM , NL	Cancelled	⋮ <input type="checkbox"/>
> SIJ0417536	SINGAPORE , SG	SINGAPORE , SG		ROTTERDAM , NL	Cancelled	⋮ <input type="checkbox"/>

**Also applicable to APL, ANL and CNC*

— Container trucking and collection

When collecting your empty container from the depot:



Depot information

Your depot information is indicated in your booking confirmation for container collection.



Engage external haulier

You will need to engage an external haulier to assist in the container pick-up for stuffing.



Enquire about equipment

Send your enquiries or claims on damaged container replacements (with photos) to dja.vtamarsya@cma-cgm.com and dja.mnr@cma-cgm.com.

When gating in:



Vessel berthing location

After stuffing your container with your haulier, they can retrieve the vessel berthing location for container gate-in to the POL from Portnet.

**Also applicable to APL, ANL and CNC*

— Container trucking: Optional early gate-in

Earliest gate in request 24 hours before open stack schedule, please kindly refer to stacking period web <https://stackingperiod-id.cma-cgm.com/>

Procedure

1. Complete data based on provided template and submit it to dja.cargoreadiness@cma-cgm.com
2. Confirm acceptance of payment for all charges advised by the Cargo Readiness team, according to the approved gate-in time.



Turnaround time: Dependent on Terminal's approval, which is usually within the same day.



Typical charges: Charges are applicable per booking level, please write in to dja.cargoreadiness@cma-cgm.com for more information.

Find out more about our

Local services

**Also applicable to APL, ANL and CNC*

— **Mandatory** information in shipping instruction

Meeting the important timelines will ensure your shipment arrives at destination as planned.

Mandatory information required for your shipment:

- Booking number
- Parties: Shipper, Consignee & Notify
- Port of Receipt/POL & POD/FPOD
- Container number and seal number
- Number of packages
- Cargo description
- Gross, volume and tare weight, for Shipper Owned Containers (SOCs) (breakdown per container)
- Export Declaration (PEB/Pemberitahuan Ekspor Barang) number, date & details during SI submission in “BL Comment” column
- PEB copy upload in web.
- Payment terms (prepaid or collect)
- Payer name details
- Bill type: Original Bill of Lading (OBL) or Waybill
- Split BL, submit multiple Shipping Instructions with mentioning prefix XXXA to XXXD along with breakdown detail container on SI remarks. Combined BL, submit Shipping Instruction with mentioning "Combine with XXX, XXX & XXX on SI remarks"
- For Shipper Owned Containers (SOCs), the Container Service Charges (CSC) certification must be upload via website
- For tank, a valid tank certification is needed



**Also applicable to APL, ANL and CNC*

— Important cut-off times

Meeting the important timelines will ensure your shipment arrives at destination as planned.

Export	Manifest filing applies for*		Shipping Instructions (SI) cut-off	Manifest cut-off
	<ul style="list-style-type: none"> • Canada filing: Advanced Cargo Information (ACI) • US filing: Advanced Manifest System (AMS) • Japan filing: Japan Advance Filing Rules (AFR) • Mexico filing: Asociacion Mexicana des Agentes Navieros A.C (AMANAC) • China filing: China Custom Advance Manifest (CCAM) • Europe filing: Entry Summary (ENS) • Short transit services to PODs in Singapore, Philippine, Malaysia, Thailand and Vietnam 	In general	48 hours prior to vessel ETA POL or transshipment port	Direct vessel: 24 hours prior ETA at POL
		Direct vessel	Deadline prior to ETA at POL	
		Transshipment vessel	Deadline prior to ETA at the transshipment port (e.g., SGSIN, MYPKG, HKHKG, KRPUS)	Transshipment vessel: 24 hours prior ETA at last transshipment port
<ul style="list-style-type: none"> • Long haul services 		1 day prior to ETD	Per various PODs regulatory timelines	

By submitting your SI before the deadline, you can ensure timely loading of your container on the vessel, avoid potential penalties and enjoy a smooth shipping process.

**Also applicable to APL, ANL and CNC*

– Submit Shipping Instructions (SI) – 1/2

How to submit Shipping Instructions (SI)

- Electronic submission: **Submit online**
- 3rd party submission (e.g., Intra)

When will I get billed with a late SI fee?

Filing countries	Non-filing countries
After cut-off documented for each vessel voyages	After cut-off documented for each vessel voyage

How to merge or split an SI

Update container details in Excel Format



Looking to save IDR 400,000 per BL? Opt for electronic submission over manual bookings when submitting your booking and SI.

Turnaround time and release

Bill of Lading (BL) draft turnaround time	Amendment turnaround time	Bill of Lading (BL) release
8 working hours	3 working hours	24 hours after vessel departure for credit customer

Export:

- For SI submission and BL amendment, access through the CMA CGM Website/Intra/GT Nexus/Cargo Smart/Direct EDI only
- For enquiries about certificates, please contact ssc.iddocumentation@cma-cgm.com
- For BL release, please send your queries via the [MyCustomerService website](#)
- For BL collection, exchange rate and Telex release request, please contact dja.idcounter@cma-cgm.com
- For invoicing, please contact dja.invoice@cma-cgm.com

Re-export:

- For re-export requests, please place 2nd sector booking in advance, fill up the Letter of Indemnity (LOI), arrange for import payment and submit your request to our import team with the relevant documents

**Also applicable to APL, ANL and CNC*

– Submit Shipping Instructions (SI) – 2/2

Mandatory for New transactional parties/customers

For new parties with whom a CMA CGM group Bill of Lading (BL) was not issued previously, kindly submit **any** of these documents:

- Confirmation email from the **direct customer** with subject company name/logo in signature (agent's mail is not acceptable) along with copy TAX ID (NPWP)
- The following documents with subject partner's name, complete address (postal code & contact details) and company logo:
 - ❖ Letter head
 - ❖ Business card
 - ❖ Official website
 - ❖ Invoice stamped or signed by subject company
 - ❖ Any other documents that can prove its relationship to potential legal group

How to change address in your current instruction

If the business partner has shifted to a new location, please provide one of the below official documents for confirmation:

- Confirmation email from the **direct customer** with subject company name/logo in signature (agent's mail is not acceptable)
- Notice of Moving with company stamp or business license containing the new location, provided by either direct customer or agent



**Also applicable to APL, ANL and CNC*

— Submit Verified Gross Mass (VGM)

VGM Declaration

Submit your instructions to prepare the Bill of Lading (BL) draft and declare the VGM of your shipment.

VGM = weight of cargo + tare weight of container

Mandatory submission needed: 48 hours prior to vessel arrival.

As part of SOLAS regulations and requirements.



Electronic submission:

Submit on [our website](#).

Step by step guide

**Also applicable to APL, ANL and CNC*

— Review and amend your Bill of Lading (BL)

Guidelines and timelines to review or amend your draft BL information.


Review and approve the BL

Access the draft BL here:

Draft BL

Click on the BL's reference number to access the details and on the "Approve" button if all is in order.

Making amendments

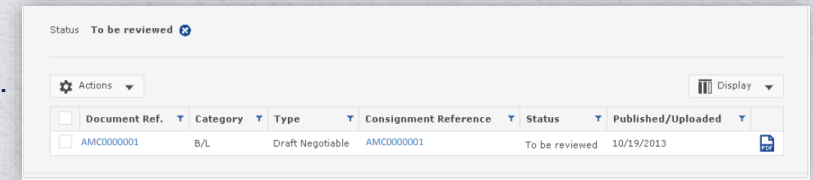
Online: click on  Actions and click "Modify".

Turnaround time : 3 working hours.

Manual (if any web issues): ssc.iddocumentation@cma-cgm.com

Turnaround time: 5 working hours.

Any first amendment after receiving the Shipping Instructions (SI) will be subject to IDR 450,000.



Issuance of BL

Access your BL by booking or reference number here:

Bill of Lading

Web print original BL:

Video guide

Opt for paperless BL:

Find out more

BL issuance

The BL will be automatically issued if there is no confirmation made within 48 hours.

Resubmission and re-issuance

	Subject to a fee of
Re-issuance queries	IDR 350,000
Resubmission for ENS/AMS/ACI fee	USD 40 per BL
Resubmission for AFR and CCAM	USD 40 per BL
Resubmission of AMANAC	USD 40 per BL

**Also applicable to APL, ANL and CNC*

— Make payment

Find your invoice and get more information on our payment guidelines.

Access invoice online via Document Dashboard

- A Export invoice**
Sent 1 day before ETD POL ID
Invoice request: dja.invoice@cma-cgm.com
Invoice dispute: dja.invoicedisputes@cma-cgm.com

- B Local cross payment**
Freight collect POP ID: 3 days after ETD POL
Invoice request: dja.invoice@cma-cgm.com
Invoice dispute: dja.invoicedisputes@cma-cgm.com

- C Import invoice & Notice of Arrival (NOA)**
Short-haul: Sent 1 working days before ETA ID
Long-haul: Sent 4 working days before ETA ID
Invoice dispute: dja.invoicedisputes@cma-cgm.com
NOA request: dja.importcs@cma-cgm.com

Make an online payment with ePayment

Step by step guide

Get instant payment confirmation settlement with ePayment.

Turnaround time: After payment validated, your Bill of Lading (BL) will be released within 2 working hours.

Want to make payment but have not received an invoice?

Provide us with your BL number at dja.invoice@ma-cgm.com.

Turnaround time: The invoice will be sent within the day.

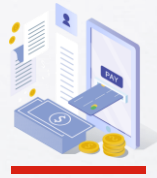
Made payment but BL still not released?

Check if the payment is made by a corporate account, as personal accounts will not be accepted.

— Make payment (offline)

**Also applicable to APL, ANL and CNC*

Things to note



Payment preparation

Refer to bank beneficiary name and account details on the invoice for correct payment preparation.



Telegraphic transfer

Please attach the remittance slip & payment detail and submit your ticket in the MyCS platform for document released.



Cash payment

Please make payment within 7 days after vessel departure/ arrival to avoid late payment fee.

Turnaround time: After payment, your BL will be released in 2 working hours.

**Also applicable to APL, ANL and CNC*

— Access your documents

Access your shipment documents online.

Documents Dashboard

- Through our platform, access your document repository and edit your shipping easily, on-the-go
- Access import and export documents
- View and correct your draft Bill of Lading (BL) or Sea Waybill, print the original documents or benefit from a fully digital BL

Get more BL papers

Drop us an email at dja.idcounter@cma-cgm.com, and we will revert with another Acknowledgement of Receipt (AOR).



Documents | Dashboard
Rate your document management experience

Actions

Filters	DOCUMENT REF.	SHIPMENT REF. MY REF.	CATEGORY TYPE	STATUS	DATE	
<ul style="list-style-type: none"> Export / Import Category B/L Status B/L Type US/CA NoA Type Invoice Status Invoice Domain 	ISB1218915	ISB1218915	Booking Confirmation	16-JAN-2023	📄	<input type="checkbox"/>
	B-ISB1218915-0160	ISB1218915	Customer Document Booking Request	16-JAN-2023	📄	<input type="checkbox"/>

Rows per page: 10
Previous **1** Next
Showing 1 to 2 of 2

Document information
📄 Freight information
📄 Upload document
📄 Download document

Document dashboard

**Also applicable to APL, ANL and CNC*

— Access your documents

Access your shipment documents online.

Documents not reflected on Document Dashboard?

- Notice of Arrival (NOA) will only be reflected on consignee's account
- Invoices will only be reflected on payer's account
- Documents will only be ready 1 calendar days prior to vessel's arrival date for short haul and 4 calendar days for long haul



BL not reflected on Document Dashboard?

- For negotiable BL:
 1. Surrender your Original Bill of Lading (OBL) by dropping an email to dja.idcounter@cma-cgm.com with the reason for surrendering and ensuring that the back of the OBL is endorsed
 2. Check if the Telex Message or OBL was received
 3. Provide us with your BL number at dja.idcounter@cma-cgm.com so that we can check why the BL is held back
- For Sea Waybill :
 1. Provide us with your BL number at dja.idcounter@cma-cgm.com so that we can check why the BL is held back

Turnaround time: You can expect a response within 2 working hours.

**Also applicable to APL, ANL and CNC*

— Track your shipments

Shipment tracking

Find shipment location, complete with timestamp, vessel and voyage information:

[Track my shipment](#)

Set up custom notifications

Receive the latest status alerts for your different needs, whether you want to be alerted when documents, e.g., Bill of Lading (BL), are available or want to flag out specific container statuses, e.g., container not gated in.

[Video guide](#)

Shipped On Board (SOB) date

SOB dates are available after vessel sail off. You can also refer to the estimated dates via [voyage finder](#).

Yet to receive the Notice of Arrival (NOA) but want to find out when your vessel will arrive?

Please provide us with your BL number via dja.importcs@cma-cgm.com so that we can check on LARA and Portnet.

Turnaround time: You can expect a response in 2 working hours.

If there are any delays, the revised NOA will be shared to you 3 working days before the new ETA.

If tracking website shows up empty, it could mean that:

The information has yet to be transmitted into the system. Information is usually transmitted 8 working hours after the vessel sails.

— Post-booking: Container return

Returning of empty containers for importers

Please refer to depot detail informed on inbound delivery order (DO).

List of depots in Jakarta is as per below. Branches depots can be found in CMA Web

**Also applicable to APL, ANL and CNC*

Where is the returning depot for my empty container?

Please refer to depot detail informed on inbound delivery order (DO).

A

CMA CGM INLAND SERVICES Depot (CCIS)

KBN Jl. Medan Blok C2, Cilincing, Marunda Jakarta 14120

+62 21 2294 6515

Monday to Friday, 24 hours
Saturday, 08.00 - 23.00 hours
Sunday, 08.00 - 15.00 hours

B

CMA CGM Inland Services Depot (CCIC)

Jl. Bali Blok B1 SBU Kawasan Cakung Jakarta 14140

+62 21 2241 7522

Monday to Friday, 24 hours
Saturday, 08.00 - 23.00 hours
Sunday, 08.00-15.00 hours

C

GFC Indonesia Terminal Depot (GFC)

Jl. Cakung Industri Selatan I No. 12 Kawasan Industri Cakung Jakarta 14140

+62 21 2241 8888

Monday to Sunday, 24 hours

D

Tungya Collins Terminal Depot (TUNGYA)

Jl. Cakung Industri Selatan I No 12 Kawasan Industri Cakung Jakarta 14140

+62 21 4613070

Monday to Friday, 07.30 - 23.30 hours
Saturday, 0730 - 1730 hours

E

Sanggraha Pintar Logistik Indonesia Depot (SMART)

Jl. Medan Blok C03-04 Jakarta

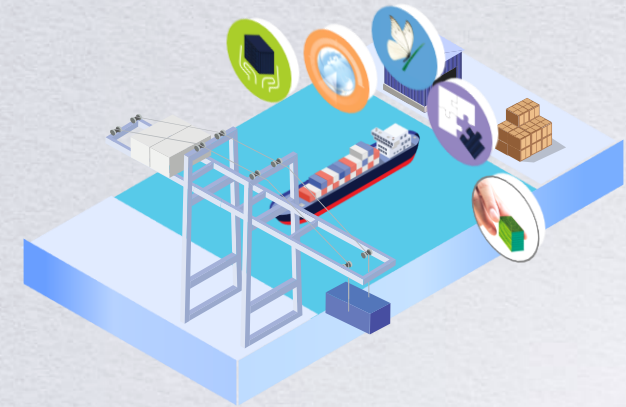
+62 21 2241 9139

Monday to Sunday, 24 hours

Add-on services



**CMA CGM Inland Services
(CCIS)**



CMA CGM+ Services

— CMA CGM Inland Services (CCIS)

Facilities

Our facilities cover more than 40 000 sqm across Java Island in Indonesia. We also have 5 depots across Indonesia.

Local services:

- Buying and selling of containers
- Laden container storage
- Container handling and storage
- Container inspection
- Container or reefer repair
- Container washing
- Flexi tank services



Future-forward and sustainable

Jakarta Cakung: First depot in the industry in Indonesia to have solar panels

- 148 units of solar panels
- Saving over 77,000 kg of CO2 emissions per year

- CMA CGM+ services

Find out more about our value-added services offer and complete your shipping experience.

Easily add complementary value-added services from the CMA CGM+ range to your [SpotOn instant quote](#).



Cargo care

Safeguard, protect and secure your container shipments.



Environmental services

Take control of the carbon footprint of your shipments.



Serenity

Get the right coverage to fit your cargo shipment needs.



Supply chain agility

Optimize every stage of your supply chain.



Business support

Get business support services from an established commercial partner.

Our top selling products in Indonesia include:

1

Mix-biofuel



2

SERENITY container guarantee



3

FREETIME extended



4

DRYFLEX
LIQUID READY

New launch



Get support

LNGPOWERED



Contact us

— Contact us

Need to reach out to our various departments?

[Contacts](#)

Did not receive a response within the indicated turnaround time?

You can escalate your request with

[Indonesia communication matrix](#)

Need to speak to a Customer Service agent?

Access our one-stop solution for all customer queries:

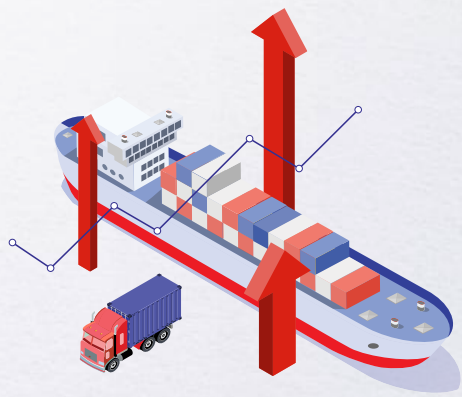
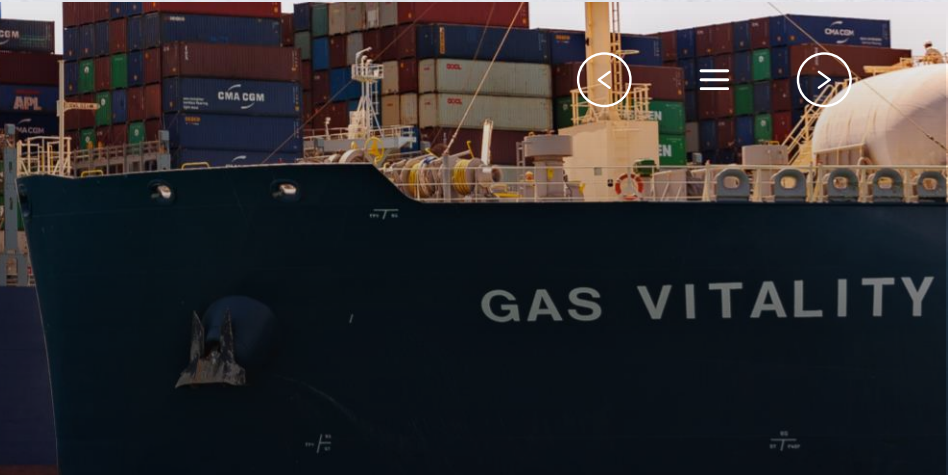
[My Customer Service](#)

- Interact directly with our Customer Service agents and receive update notifications
- Easily gain an overview on your requests and their respective statuses
- Find answers to a wide range of questions in our Selfcare section

Not sure how it works? Find out more

[Demo video](#)

CMA CGM



Import, export and Demurrage and Detention charges

Port FAQs



Useful links

— Import, export and Demurrage and Detention charges

Import and export charges

Refer online at

<https://www.cma-cgm.com/local/indonesia/tariffs-local-charges>

Demurrage and Detention (D&D) charges and free days

Get more information [here](#) or use our D&D calculators:

- CMA CGM
- ANL
- CNC
- APL

Video guide

[Need more free time?](#) Choose the bundle that best suits your needs and extend your standard free time conditions up to 28 days.

— Port FAQs

Request for information concerning Stack opening & closing time

Open stack & Closing time information available on <https://stackingperiod-id.cma-cgm.com/>

Why does the voyage on Portnet and in the Booking Confirmation (BC) not match?

The voyage number must follow as per the information on Portnet. In the event of discrepancy, kindly send a mail to dja.cargoreadiness@cma-cgm.com and we will republish your BC with the actual Portnet voyage.

Why was the vessel delay communicated on Portnet without any notice or revision to the booking confirmation?

Please check our website for updates on delays and bookings. If there is no delay notice, kindly email us at dja.cargoreadiness@cma-cgm.com.

Why is my booking not reflected in Portnet to process gate-in?

The vessel's berth may not have been declared yet or there was an error when EDI data submitted to Portnet system. In normal circumstance, the booking will be reflected in Portnet 7 days before the vessel ETA. kindly send a mail to dja.cargoreadiness@cma-cgm.com for further assistance.

– Useful links

eBusiness

[Charges finder](#)

[Container tracking](#)

[Eco-calculator](#)

[My Customer Service](#)

[Routing finder](#)

[Voyage finder](#)

Indonesia ports

[JICT Port](#)

[KOJA Port](#)

[NPCT port](#)

[TPS SUB port](#)

[TPKS SRG port](#)

[TPK PNJ port](#)

[PTP BLW port](#)

Safety of Life at Sea (SOLAS) /Verified Gross Mass (VGM)

[SOLAS – VGM management at CMA CGM](#)



THANK YOU